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**To:** U.S. Patent and Trademark Office – **From:** Christian R. Andersen  
Examiner: B.W. TAYLOR Sr. Paralegal – Intellectual Property  
Group Art Unit: 2643

**Fax:** 703-872-9306

Pages  
with 20  
Cover:

**FORMAL SUBMISSION OF:**

- 1) Amendment Transmittal; and 2) Amendment.

**Title:** APPARATUS AND METHOD FOR MONITORING PERFORMANCE OF AN  
AUTOMATED RESPONSE SYSTEM  
**Serial No.** 10/090,234  
**Filing Date:** March 4, 2002  
**First Named Inventor:** Daniel McCARTHY  
**Atty. No.** 01-4007

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:

  
Christian R. Andersen

Date of Transmission: September 3, 2004

In re Application of:

DANIEL MCCARTHY et al.

Application No: 10/090,234

Filed: March 4, 2002

Docket No. 01-4007

Customer No.: 32127

Examiner: Barry W. Taylor

Group Art Unit: 2643

For: APPARATUS AND METHOD FOR MONITORING  
PERFORMANCE OF AN AUTOMATED RESPONSE  
SYSTEM

**CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a))**

I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 703-872-9314.

Dated: September 3, 2004

Signature:

*Christian R. Andersen*  
(Christian R. Andersen)

MAIL STOP AMENDMENT  
THE COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Amendment in the above-identified application.



No additional fee is required.

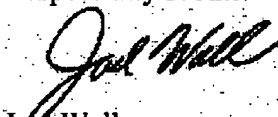
The fee has been calculated as shown below:

CLAIMS AS AMENDED						
	(2) CLAIMS REMAINING AFTER AMENDMENT		(4) HIGHEST NO. PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS	* 30	MINUS	** 30	0	\$9 \$18	\$00
INDEP. CLAIMS	* 10	MINUS	*** 10	= 0	x \$43 \$86	\$00
Fee for Multiple Dependent claims \$145 <sup>0</sup> /\$290						\$-0-
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT---						\$00

- \* If the entry in Column 2 is less than the entry in Column 4, write "0" in Column 5.
- \*\* If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.
- \*\*\* If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space.

- ☐ Verified Statement claiming small entity status is enclosed, if not filed previously.
- ☐ A check in the amount of \$\_\_\_\_\_.00 is enclosed.
- ☐ Charge \$\_\_\_\_\_ to Deposit Account No. 07-2347. A duplicate copy of this sheet is enclosed.
- ☒ Any prior general authorization to charge an issue fee under 37 C.F.R. 1.18 to Deposit Account No. 07-2339 is hereby revoked. The Commissioner is hereby authorized to charge any additional fees under 37 C.F.R. 1.16 and 1.17 which may be required during the entire pendency of this application, or to credit any overpayment, to Deposit Account No. 07-2347. A duplicate copy of this paper is enclosed.
- ☐ A check in the amount of \$\_\_\_\_\_ to cover the fee for a \_\_\_\_\_ month extension is enclosed.
- ☐ A check in the amount of \$\_\_\_\_\_ to cover the Information Disclosure Statement fee is enclosed.

Respectfully submitted,

  
Joel Wall  
Reg. No. 25,648

Date: September 3, 2004

c/o Christian R. Andersen  
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NY\_MAIN 438313v1

**SEP 03 2004****PATENT**  
Attorney Docket No. 01-4007  
Application Serial No. 10/090,234**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: )  
: )  
DANIEL MCCARTHY ET AL. )  
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Application No.: 10/090,234 )  
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Mail Stop: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

Sir:

In response to the Office Action dated June 4, 2004 please amend the above-identified application as follows. The changes to the claims are reflected in the listing that begins on page 2, and the Remarks begin at page 13.